



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 886.7

Job Title: **CUSTOMER SERVICE SUPERVISOR**

Pay Grade: 18

GENERAL SUMMARY:

Supervises section's activities and provides general information and customer assistance for quality service.

RESPONSIBILITIES:

- Supervises, coordinates, trains and evaluates job assignment of subordinate employees.
- Plans, organizes and schedules resources to meet production requirements.
- Prepares daily operational reports indicating any malfunctions of equipment, absentees, and those programs which are carried to another shift.
- Directs and interprets the research and analysis of customers' problems and inquiries.
- Acts as liaison to various divisions within the department.
- Compiles reports and maintains records of services rendered.
- Reviews written records of proceedings as well as original correspondence to customers.
- Performs special projects as assigned.
- May oversee the Customer Satisfaction program for the Department of Public Works and Engineering.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

EXPERIENCE:

Four years of administrative or customer service related experience are required.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SPECIFICATION: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations and pay changes of non-supervisory personnel.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Customer Service Representative I
- Customer Service Representative II
- Customer Service Representative III
- Customer Service Supervisor
- Customer Service Section Chief
- Assistant Customer Service Manager
- Customer Service Manager

Effective: December 1994